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FIGURE 1

10

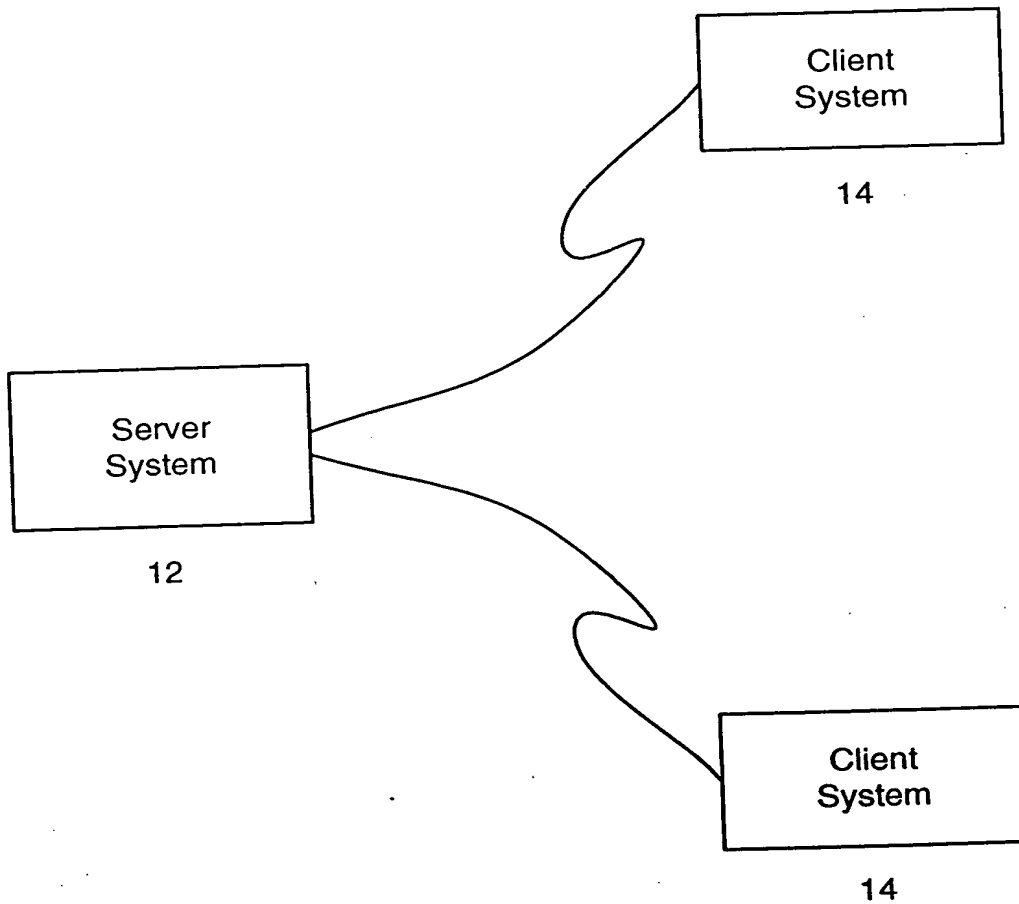


FIGURE 2

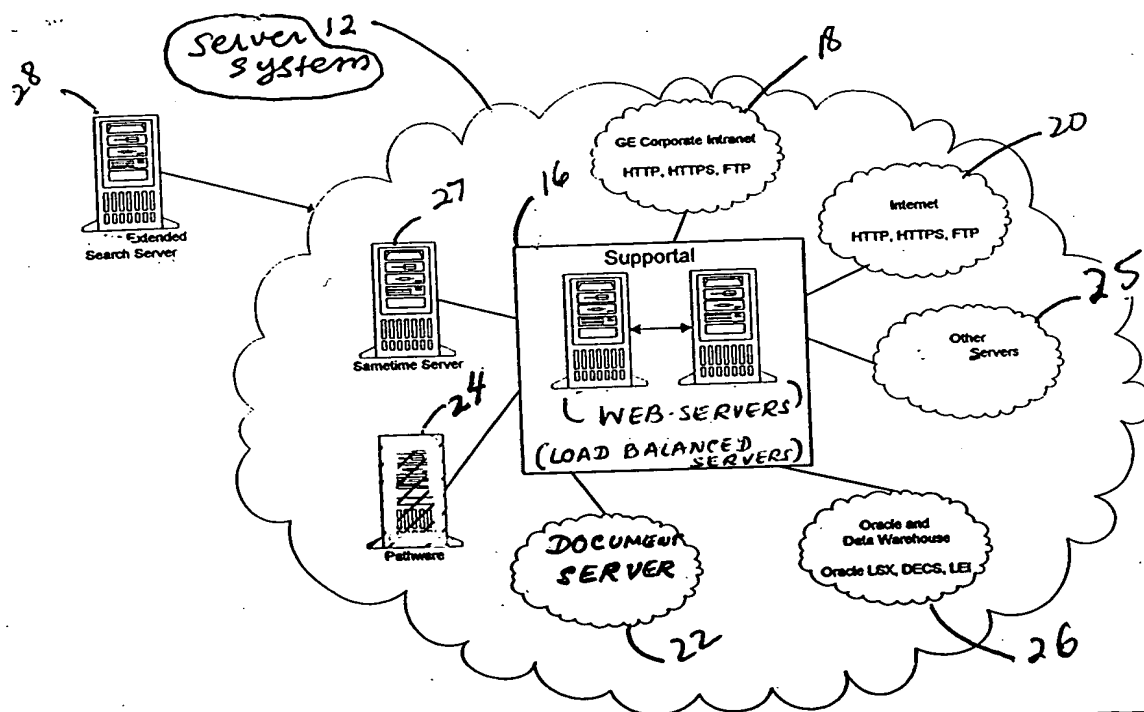
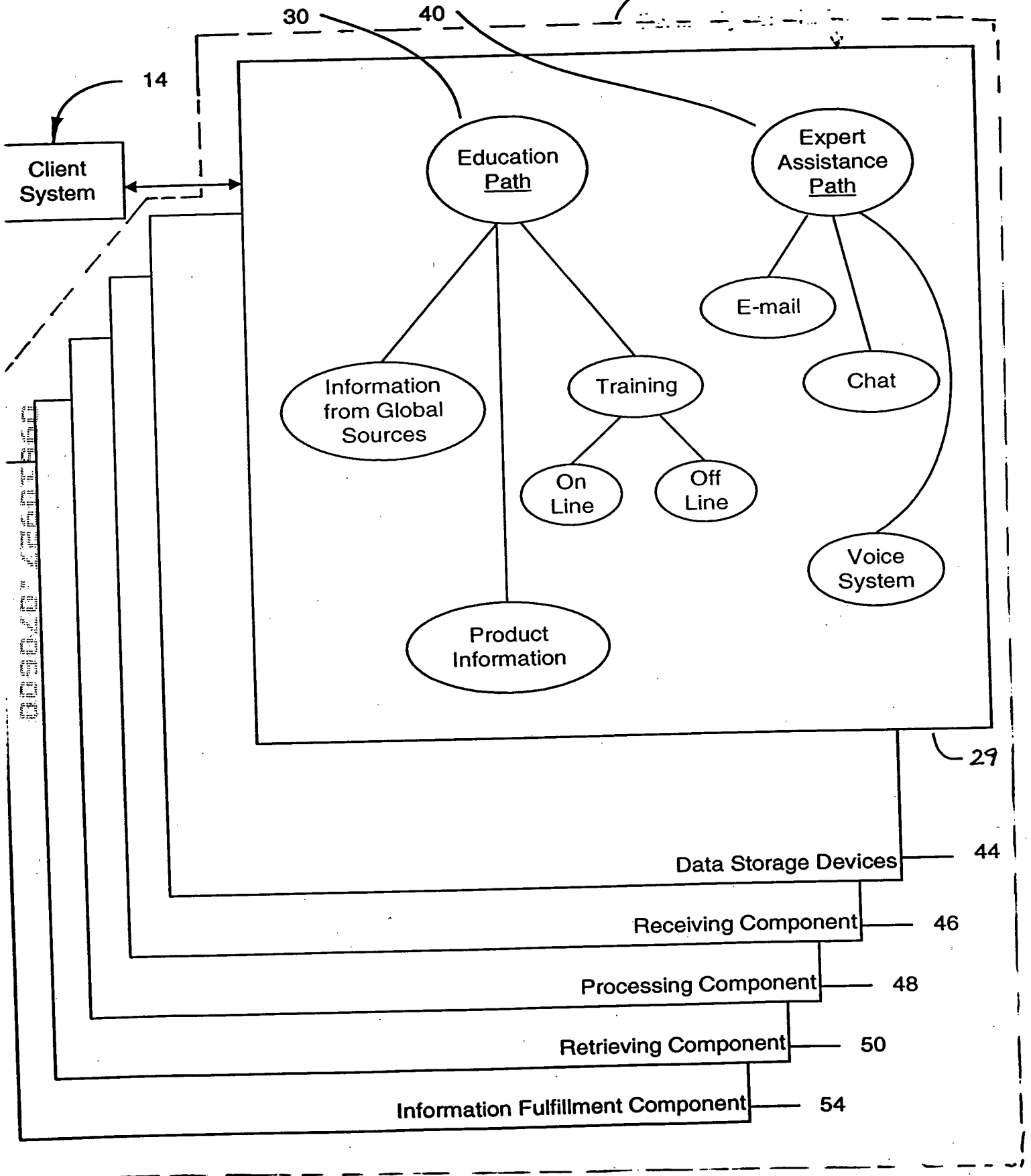


FIGURE 3



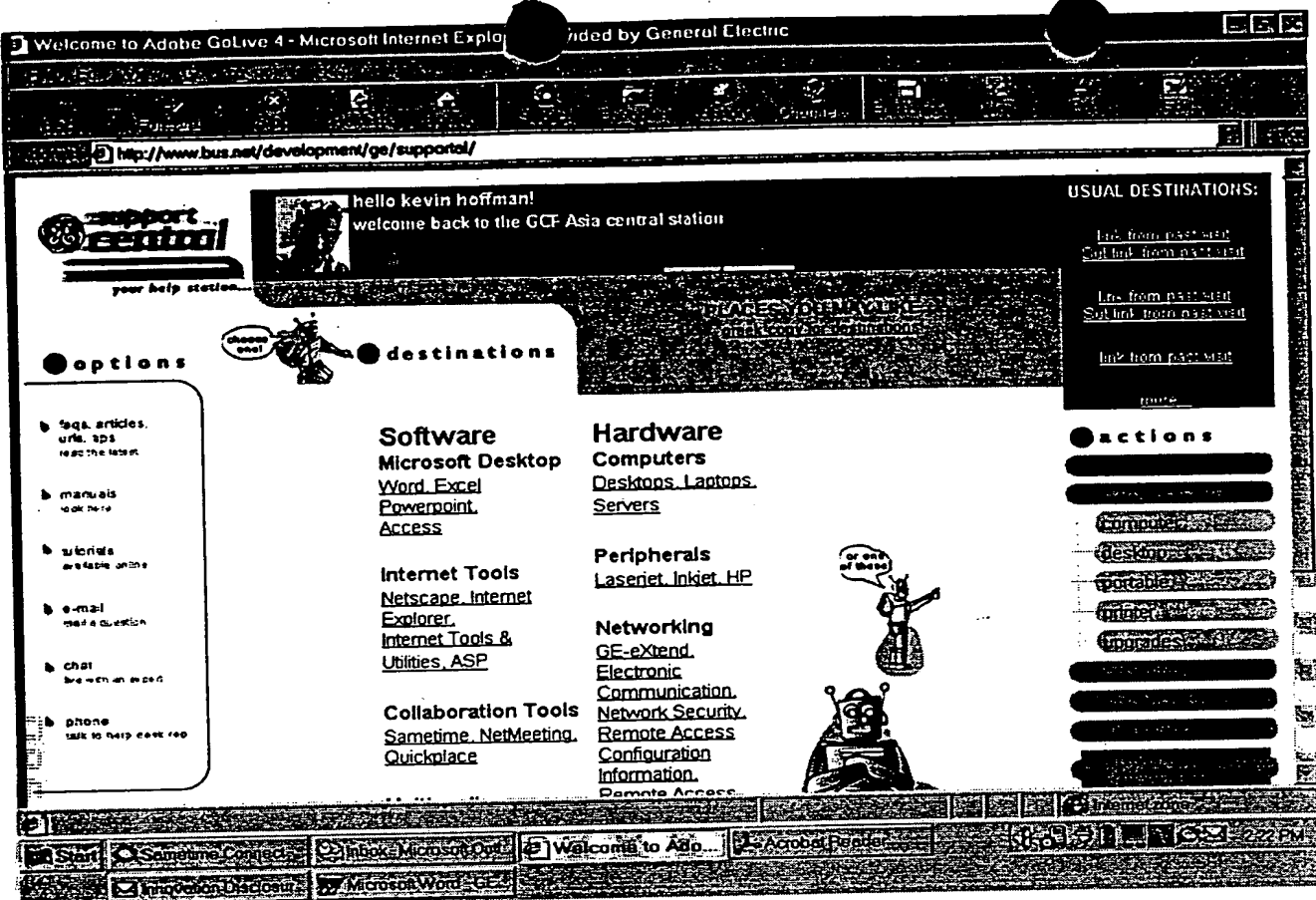


FIGURE 4

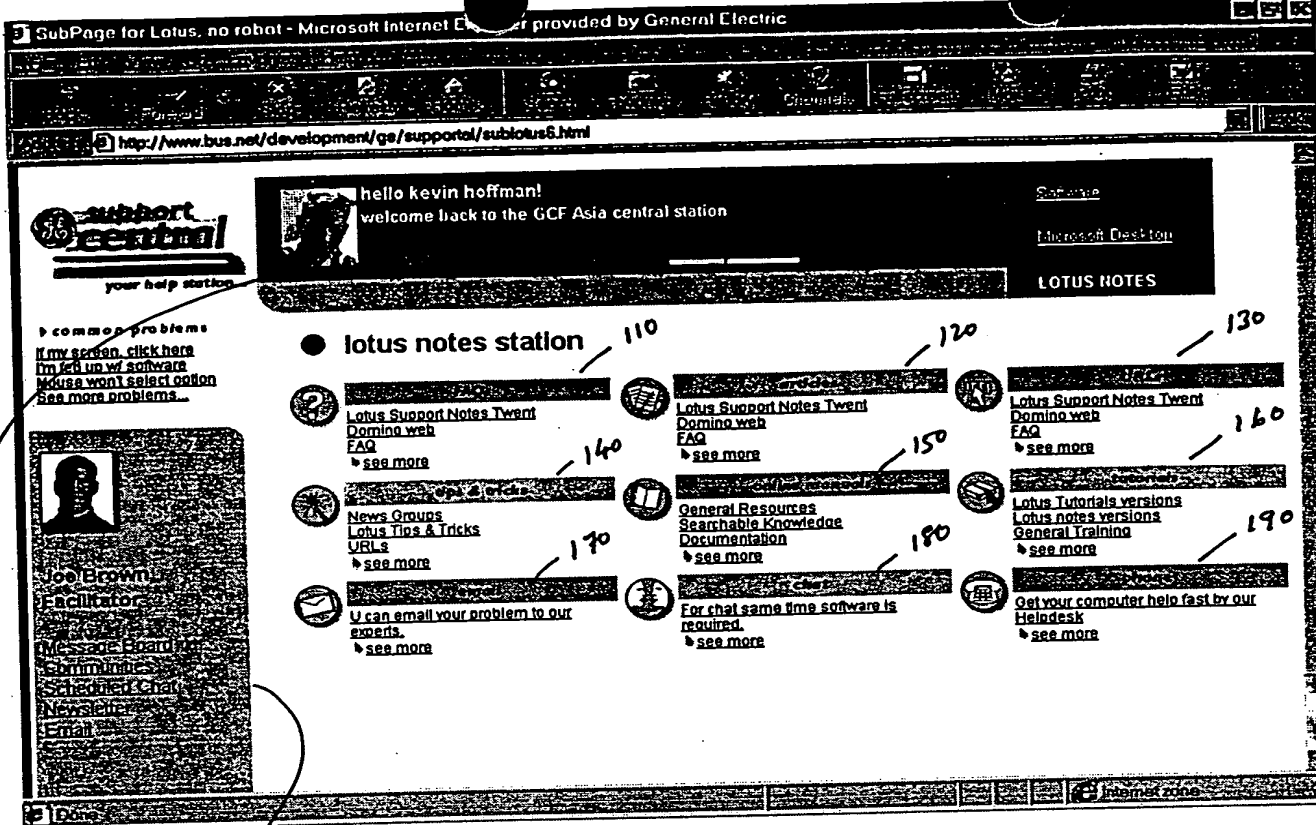


FIGURE 5

003020 2604500

200

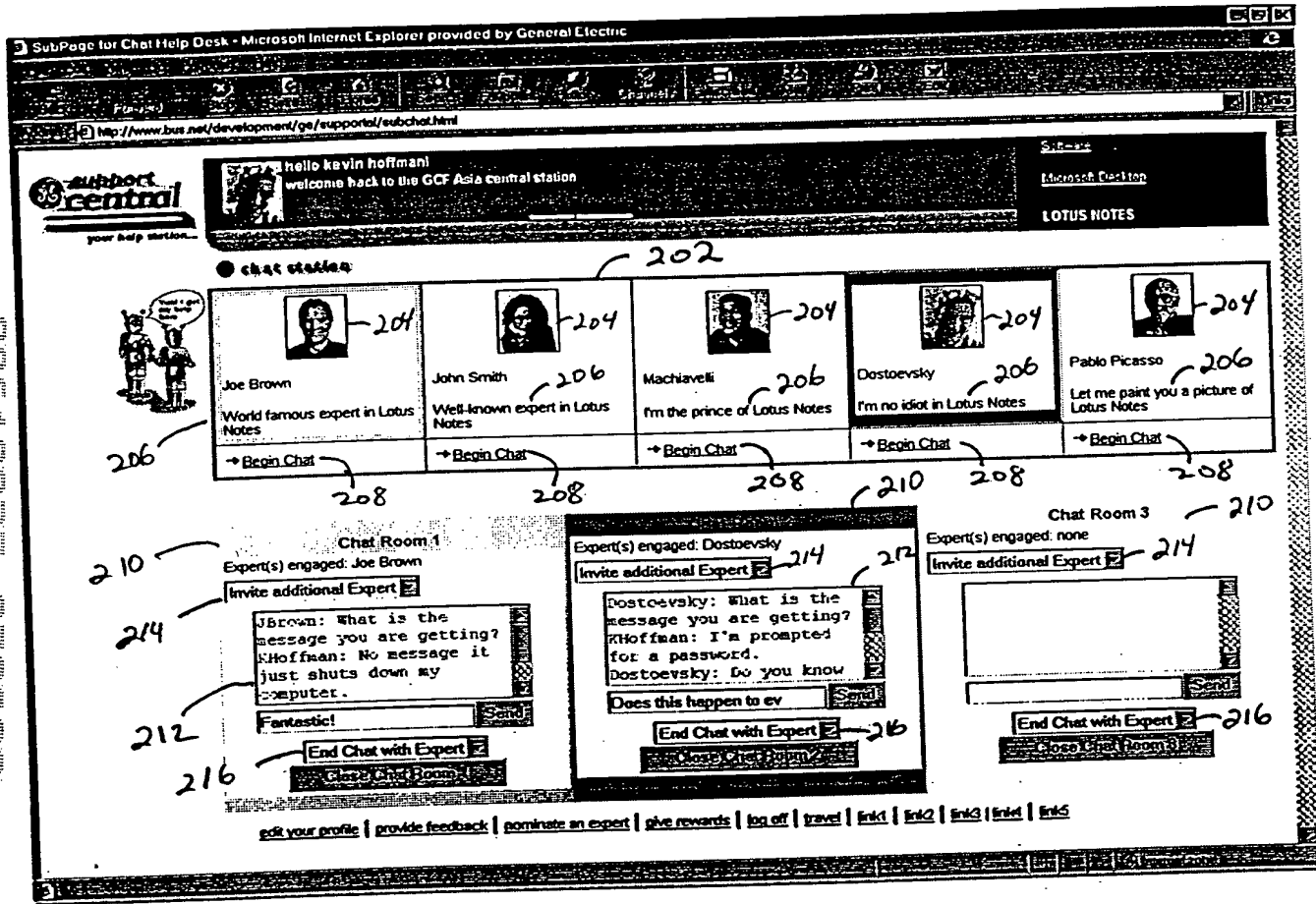



FIG. 6

220

005020-070600

SubPage for Phone Help Desk - Microsoft Internet Explorer provided by General Electric

http://www.bus.net/development/ge/supporter/subphone.html








your help station...

hello kevin hoffman!
welcome back to the GCF Asia central station

Microsoft Question

LOTUS NOTES

● help desk station

 <p>Joe Brown World famous expert in Lotus Notes</p> <p>→ Click to Call</p>	 <p>John Smith Well-known expert in Lotus Notes</p> <p>→ Click to Call - 228</p>	 <p>Machiavelli I'm the prince of Lotus Notes</p> <p>→ Click to Call - 228</p>	 <p>Dostoevsky I'm no idiot in Lotus Notes</p> <p>→ Click to Call - 228</p>	 <p>Pablo Picasso Let me paint you a picture of Lotus Notes</p> <p>→ Click to Call - 228</p>
<p>Joe Brown Queue Key</p>				
<p>John Smith Queue Key</p>				
<p>Machiavelli Queue Key</p>				
<p>Dostoevsky Queue Key</p>				
<p>Pablo Picasso Queue Key</p>				

Lotus Notes Queue Key (average hold time 60 seconds)

- Your call
- Other calls

Kevin Hoffman's Help History

Description	Resolution	Date	Status	Action
Problem with some keys on key board	Keyboard would be replaced	01.05.00	closed	Open
Unable to install printer on the PC	Check network cable map printserver	01.04.00	closed	Open
The display on PC is blurred and flickers	Replace monitor with new one	01.03.00	in progress	Open

edit your profile | provide feedback | nominate an expert | give rewards | log off | travel | link1 | link2 | link3 | link4 | link5

FIG. 7

FIGURE 8

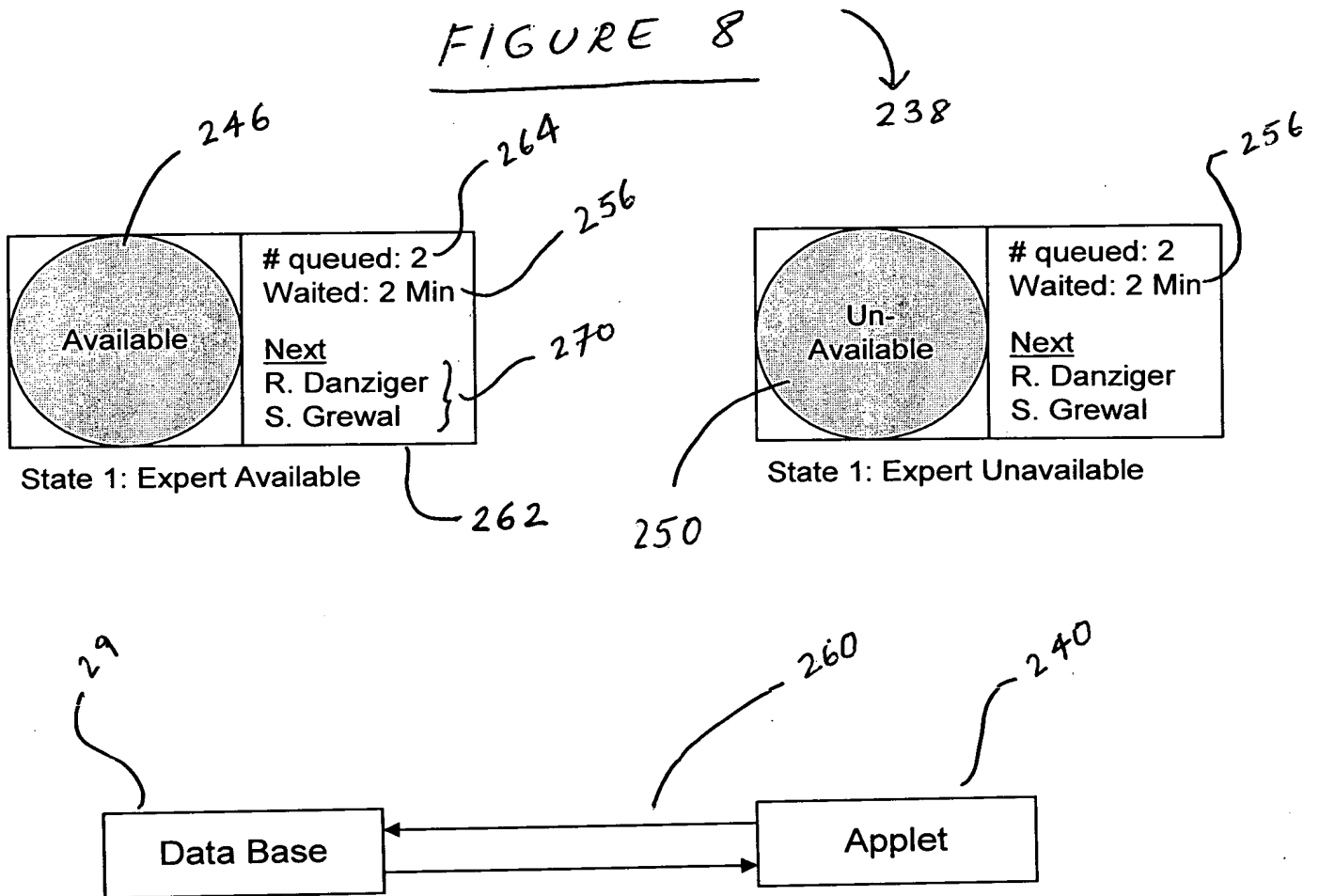


FIGURE 9

